

Banking complaints handled by HKMA

March 2019	Conduct-related issues	General banking services ^{Note}	Total
In progress as at 28 February 2019	103	339	442
Received in March 2019	20	137	157
Completed in March 2019	(20)	(134)	(154)
In progress as at 31 March 2019	103	342	445

Note

These are complaints concerning service quality and commercial disputes.